Junji Wiener

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Education

University of Colorado Leeds School of Business
Master of Science in Business Analytics - Concentration: Security, May 2020
GPA - 3.5

Thomas Jefferson University, Kanbar College of Design, Engineering & Commerce
Master of Business Administration - Concentration: Finance, July 2015
GPA - 3.3

Chestnut Hill College
Bachelor of Science - Accounting, May 2013

Past Projects

Denver Area Airbnb Analysis:
- Using R, analyzed the Denver Airbnb market using linear regression and created a map using the leaflet package in R to show area prices and other amenities.
- Project link - https://github.com/8Jun/Denver-AirBnb-Project

Hunter Douglas:
- Machine Learning/ predictive analytics applied to quality assurance using Python and Scikit-Learn
- Used CRISP-DM framework to build an end to end machine learning pipeline in order to identify manufacturing flaws prior to ship

E-commerce:
- Machine Learning identifying consumer behaviors related to view – cart – purchase using Scikit-Learn
- Project link - https://github.com/8Jun/E-Commerce-Shopping-Patterns

Seagate:
- Machine Learning/ predictive analytics applied to hard drive motor builds using Python and Scikit-Learn
- Used CRISP-DM framework to build an end to end machine learning pipeline in order to identify manufacturing flaws at build and test stage 1

MySQL Workbench:
- Database build to house company information and financials
- Project link - https://github.com/8Jun/SQL-Fall-2019-Project

Security Analytics Final Spring 2020 Project:
- Predictive analytics applied to net flow data using Python's Scikit-Learn, Flask App, Heroku, Docker, GCP and Git
- Project link - https://github.com/8Jun/msbx5500-spring-2020-project

Professional Experience

Dish Network   **November 2020 - Present**
Business Operations Analyst III, Forecasting and Capacity Planning

- Develop contact rate, call volume, and handle time forecasts using machine learning (Facebook Prophet) for data driven business decisions and to reduce call center operational costs to Dish. To date, have decreased MAPE by over 10% since implementing FBProphet.
  - Continually improve model to intake new information as the businesses change. Currently work with our Data Scientist to enhance how the model identifies the more disruptive seasonal trends and how we can better implement on the fly changes to keep metrics (service level, AHT, ASA, CR) aligned with the businesses.
- Perform variance and root cause analysis on outlier data points. Through this analysis, the team is able to continuously increase forecast accuracy across all lines of business and work with business stakeholders to implement changes and understand how these anomalies affect staffing and contact rate.
- Assist in the next iteration of predictive models where we will be implementing an ensemble method to run multiple models in parallel. Currently working on the finishing touches of our fully automated ML process from ETL, modeling and storage of predictions. At the moment we are using bash scripting to trigger these actions but will soon be moving

towards utilizing Docker to containerize our serialized models to build and improve our pipeline and jobs via GitLabs CI/CD process.

- Streamlined the ETL process for data feeds that go into FBProphet using SQL while automating the data pulls using python. This helped saved a number of man hours on a weekly basis allowing the forecasting team to focus on more strategic initiatives.
- Partner with business leaders across different lines of business (Sling, Boost Mobile, DishTV, OnTech) to understand the effects of marketing initiatives and how this will affect call center contact rate and staffing of resources.
  - Using customer data like disconnects, add-ons, seasonal sporting events, tenured vs. new customers, application enhancement schedules, price increases, weekly/monthly/yearly churn, etc.
- Lead forecasting and capacity planning meetings on a bi-weekly basis. These meetings are used to discuss the current outlook of the call volume forecast/capacity plan and also to present any business findings, trends in new and ongoing initiatives, customer contact data trends and contact rate data trends.
- Create ad hoc reports on an as needed basis using tools like excel, python, etc.
- Future initiatives:
  - Finalize Greykite time series model to run in parallel with FBProphet.
  - Start NLP project on Sling call transcripts to help the business do root cause analysis on why customers are contacting. This will help guide change as we move towards a more chat/ automatic chat solution.

Accenture   **March 2016 – April 2019**
Sr. Analyst, Client Financial Management
Clients: Pfizer, E.I. Du Pont De Nemours and Company

- Assist with the preparation of engagement, project, and program reporting as well as Accenture internal financial accounting processes.
- Complete quarterly internal controls checklists which were prepared for our internal and external auditors to ensure compliance with U.S. GAAP, Accenture finance policies and local statutory requirements.
- Provide value-added financial management as a business advisor to client engagement teams in order to maximize profitability.
- Executed tracking and reporting of third-party out-of-pocket expenses, hardware/software costs, and client time and expenses against program budget, and any other expense charges to program budget.
- Managed contract financials for marketing campaigns, supply chain initiatives and business technology projects.
- Standardized monthly financial reporting packages
- Led knowledge transfers and trained new CFM analysts
- Build solid relationships with the leadership teams while on both accounts.
- Personal work achievements: o At DuPont and Pfizer, I was able to reduce overall cost (increase profitability) of multiple multi-million dollar projects through data driven analysis of resource pyramids, cost underruns, historical forecasting data and other metrics.
  - Redesigned the DuPont account invoicing template and process using excel logical functions and macros.
  - Managed the financials for one of the largest ever contracts in Accenture's Resource group (Dow DuPont merger). Contract contained over 900 resources and 20 work streams. This consisted of preparing and presenting monthly financial scorecards to senior management (work stream leads) and leadership (Managing Directors). Assisted Solution Architects in pricing process.

SEI Investments Company   **September 2014 – March 2016**
Fund Accounting Analyst, Alternative Investments
Client: Angelo, Gordon & Co.

- Analyze and prepare cash reconciliations for each assigned fund (9 Funds total)
- Communicate effectively with clients and team members to establish a positive working relationship
- Identify and resolve any cash and position discrepancies on a timely basis
- Utilize Microsoft excel functionalities to pull appropriate financial information to track P&L for ME close
- Manage, update, and track daily accounting records (P&L) to ensure proper end of day balances
- Efficiently manage and reduce clients risk by using the proper controls set by SEI and respective team
- Analyze client's expense budgets to ensure correct monthly accruals
- Complete monthly portfolio and fund accounting packages for assigned funds

Professional Certifications
- [AWS Certified Cloud Practitioner](#)

Technical Skills
- Python (Pandas, NumPy, Scikit-learn, Matplot lib and various other libraries)
- Data Exploration, Analysis, Cleaning
- Predictive Modeling, Machine Learning, Feature Engineering
- SQL (on an as needed basis)
- Heroku (used at CU to deploy ML models as an application)
- Docker (used at CU for various class projects)
- Google Cloud Platform: Used compute engine and Chrome Remote Desktop to create an instance with a Kali image for penetration testing/ network monitoring using Metasploit and Wireshark.
    - Deployed Machine Learning web application using GCP.
- Google Sheets, Google Docs, Googlecolab
- Amazon Web Services: EC2 instances to deploy ML models, Analyze data in S3 using Athena
- Tableau (assist with reporting design)
- Looker (used at CU for data visualization on customer centric data set)
- Jupyter Notebook (daily use)
- Git, GitLab (daily use)
- SAP
- Internal Accenture forecast software and dashboards (MME, MMB, MMS)
- Microsoft Excel, PowerPoint, Word, SharePoint

Personal: BSA Eagle Scout, Prior NCAA D2 Lacrosse All-Conference Midfielder, 2008 Texas All-State Violinist, Junior Achievement of Southeastern Pennsylvania Volunteer (2016-2017), Accenture MME Champion, DISH Data Science Club Member

Interests: Snowboarding, hiking, paintballing, bouldering/climbing, cycling (gravel endurance racing), backpacking, fishing